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April 4, 2007

Scott Keagy
Emergicom
1926 Cape Hilda Place
San Jose, CA 95135

Re: U.S. Patent Application No. 10/769,035
Filed: January 30, 2004
Title: Apparatus and Method for Interfacing Packet-Based Phone
Services with Emergency Call Centers
Our Ref.: PA2690US

Dear Scott:

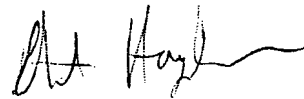
The rules of the United States Patent and Trademark Office permit an attorney to request to withdraw from a client's employment in a matter pending before the Office when the client has failed to pay one or more of the attorney's bills for an unreasonable period of time, or where the client renders it unreasonably difficult for the attorney to carry out the employment effectively. Unfortunately, we have not received a payment from Emergicom for bills sent after August 2006. Additionally, we have not received replies to letters sent in the last few months and we have not been able to contact you by phone as all of the phone numbers we have for you are no longer in service or have been assigned to other individuals. The inability to communicate with you makes it unreasonably difficult for us to carry out the employment effectively.

Accordingly, we have filed a request with the United States Patent and Trademark Office to withdraw as attorneys of record in the above-identified patent application. This request will likely be granted and all future correspondence from the Patent Office should be delivered directly to you. We will, of course, forward any correspondence that may be misdirected to us in the interim.

Scott Keagy
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Please be advised that there is a risk of losing rights in the above-identified matter if you do not respond to future communications from the Patent Office in a timely manner.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Hayden", with a long horizontal flourish extending to the right.

Robert D. Hayden

RDH:rkl
Enclosures